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			NGUYEN, QUANG N	
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)
	10/519,095	FORTMAN ET AL.
	Examiner Quang N. Nguyen	Art Unit 2141

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If no period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 25 January 2008.

2a) This action is FINAL. 2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 1-9, 13-19, 26-38, 58, 59 and 62-84 is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) Claim(s) _____ is/are allowed.

6) Claim(s) 1-9, 13-19, 26-38, 58, 59 and 62-84 is/are rejected.

7) Claim(s) _____ is/are objected to.

8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.

10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) Notice of References Cited (PTO-892)
 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
 3) Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____

4) Interview Summary (PTO-413)
Paper No(s)/Mail Date _____

5) Notice of Informal Patent Application
 6) Other: _____

Detailed Action

1. This Office Action is responsive to the Amendment filed on 01/25/2008. Claims 1, 4, 19, 26, 28-32, 36-38 and 58-59 have been amended. Claims 62-84 have been added as new claims. Claims 10-12, 20-25, 39-57 and 60-61 have been cancelled. Claims 1-9, 13-19, 26-38, 58-59 and 62-84 are presented for examination.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. **Claims 1-9, 13-19, 26-38, 58-59 and 62-84 are rejected under 35 U.S.C. 103(a) as being unpatentable over Selgas et al. (US 6,571,290), hereinafter “Selgas”, in view of Slemmer et al. (US 2002/0069284 A1), hereinafter “Slemmer”.**

4. As to claim 1, **Selgas** teaches a computer-implemented method for modifying network configuration information on a client node, the method comprising:

establishing a network connection between a client node and a host node using at least one network configuration parameter (*after the client dispatch application 200 has determined the proper dial-in number, the user's modem is initialized and dialing occurs to connect the user 110 to the access service 106 via the predetermined ISP 102 using the selected dial-in number*) (**Selgas, Fig. 2 and col. 14, lines 38-42**);

accessing configuration history information describing performance statistics including a total number of connections the client node has attempted with the host node, a total number of connections the client node has established with the host node, an individual session length of a connection between the client node and the host node (*the "Reliability" sub-function obtains prior reliability data from both the network services database 206 and the phone database 204, wherein the reliability data refers to the ability to reliably connect on a first or second attempt and the ability to stay connected for substantial period of time without disconnection, due mainly because of line noise problems, faulty equipment, etc.*) (**Selgas, Fig. 2, col. 17, lines 40-65 and col. 21, line 4 – col. 22, line29**);

accessing policy information including a desired network connection performance rule, the desired network performance rule relating to the total number of connections the client node has attempted with the host node, the total number of connections the client node has established with the host node, the individual session length of a connection between the client node and the host node (*the access service 106 offers Internet access to the user 110 via a plurality of ISPs 102 based on the appropriate level of service requested by the user such as the "lowest cost service", the "highest*

reliability service", the "most reliable service", or combinations thereof, i.e., based on the desired network connection performance, stored in the network services database 206, wherein the reliability refers to the ability to reliably connect on a first or second attempt and the ability to stay connected for substantial period of time without disconnection, due mainly because of line noise problems, faulty equipment, etc.) (Selgas, col. 8, lines 32-54, col. 10, lines 4-11, col. 15, lines 22-34 and col. 21, line 4 – col. 22, line29);

using the configuration history information along with the policy information to determine whether the performance statistics including the total number of connections the client node has attempted with the host node, the total number of connections the client node has established with the host node, the individual session length of a connection between the client node and the host node fail to satisfy the desired network connection performance rule (*based on the received header information including user ID, PAP ID, the network services databases 206 and the phone database 204, etc., the access service 106 determines what, if any, updates are required to be made to the user client's dispatch application, databases, or network access devices operating system wherein such updates may include new dial-in locations/numbers, new PAP IDs/passwords, change of phone numbers, area codes or any other information relating to gaining access to the ISP 102*) (Selgas, col. 14, line 62 – col. 15, line 34, col. 17, lines 40-65 and col. 21, line 4 – col. 22, line29); and

if it is determined that the at least one of the performance statistics including the total number of connections the client node has attempted with the host node, the total

number of connections the client node has established with the host node, the individual session length of a connection between the client node and the host node fail to satisfy the desired network connection performance rule, modifying the at least one of the network configuration parameter used to establish the network connection between the client node and the host node (*if any updates are required to be made to the user client's dispatch application, databases, etc., the access service 106 will generate and transmit these updates to the user 110, i.e., identifying and providing the user 110 with information needed to access one or more desired ISPs 102 based on cost, location, availability, reliability, etc.*) (**Selgas, col. 8, lines 32-54, col. 17, lines 40-65, col. 20, line 35-50 and col. 21, line 4 – col. 22, line29**).

Selgas does not explicitly teach an average session length of connections between the client node and the host node.

In the same field of endeavor, **Slemmer** teaches a method and system of controlling network connectivity, wherein the system can review and analyze (performance) statistics uploaded from one or more (client) connectivity applications including total number of calls, **average time per session**, total time online, dial (connection) success rate, phone success rate, connection speed, application version, and success-failure rates, i.e., to monitor important characteristics of user connectivity and Communication Service Provider performance in order to use the monitored information to customize connection information to be sent to the dialer of the (client) connectivity applications (**Slemmer, paragraphs [0013], [0049-0052] and [0068]**).

Therefore, it would have been obvious to one having ordinary skill in the art at the time the invention was made to incorporate the features of reviewing and analyzing the (performance) statistics including the total number of calls, **average time per session**, total time online, dial (connection) success rate, phone success rate, connection speed, application version, and success-failure rates, as disclosed by **Slemmer**, into the teachings of **Selgas**. One would be motivated to do so to allow the system advantageously prioritize, customize and evaluate the connection information sent to the user computing devices in order to advantageously balance system loads, ensure capacity commitments and route around problematic access points, and the like (**Slemmer, paragraph [0013]**).

5. As to claim 2, **Selgas-Slemmer** teaches the method of claim 1, wherein accessing the policy information includes receiving the policy information from the host node; and analyzing the policy information (*the access service 106 identifies and provides the user 110 with policy information including access information needed to access one or more desired ISPs 102 that meet the customer desired low cost operation, reliability operation, and/or availability operation*) (**Selgas, col. 8, lines 32-54, col. 17, lines 40-65 and col. 20, line 35-50**).

6. As to claim 3, **Selgas-Slemmer** teaches the method of claim 1, wherein: establishing the network connection includes establishing a modem connection using at least one modem configuration parameter (*after the client dispatch application*

200 has determined the proper dial-in number, the user's modem is initialized and dialing occurs to connect the user 110 to the access service 106 via the predetermined ISP 102 using the selected dial-in number) (Selgas, Fig. 2 and col. 14, lines 38-42);

modifying the at least one network configuration parameter includes modifying the at least one modem configuration parameter (the updated ISP-specific access information comprising information such as one or more PAP IDs/passwords, default routing information and configuration information to configure the user's modem such as dial-in number, data speed/compression information) (Selgas, col. 17, lines 40-65).

7. As to claim 4, **Selgas-Slemmer** teaches the method of claim 1, further comprising:

if it is determined that at least one of the performance statistics including the total number of connections the client node has attempted with the host node, the total number of connections the client node has established with the host node, the individual session length of a connection between the client node and the host node, and the average session length of connections between the client node and the host node fail to satisfy the desired network connection performance rule, modifying a plurality of the network configuration parameters (if any updates are required to be made to the user client's dispatch application, databases, etc., the access service 106 will generate and transmit these updates to the user 110) (Selgas, col. 8, lines 32-54, col. 17, lines 40-65 and col. 20, line 35-50) and (Slemmer, paragraphs [0013], [0049-0052] and [0068]); and

establishing a second network connection between the client node and the host node using the modified plurality network configuration parameters (*after receiving the updated ISP-specific access information, the client dispatch application 200 may disconnect the user 110 from the current ISP 102 and automatically dial and reconnect the user 110 to the desired ISP 102 associated with the ISP-specific access information, i.e., associated with the modified plurality network configuration parameter*) (**Selgas, col. 8, lines 9-13 and col. 20, lines 47-50**).

8. As to claim 5, **Selgas-Slemmer** teaches the method of claim 4, wherein the at least one modem configuration parameter includes a dialed number parameter and a connection speed parameter (*the updated ISP-specific access information comprising information such as one or more PAP IDs/passwords and configuration information to configure the user's modem, such as dial-in number, and speed*) (**Selgas, col. 17, lines 40-65**).

9. As to claim 6, **Selgas-Slemmer** teaches the method of claim 5, wherein the at least one modem configuration parameter further includes a data compression technique parameter and a modulation technique parameter (*the updated ISP-specific access information comprising information such as one or more PAP IDs/passwords, default routing information and configuration information to configure the user's modem, such as dial-in number, data speed/compression information*) (**Selgas, col. 17, lines 40-65**).

10. As to claim 7, **Selgas-Slemmer** teaches the method of claim 1, wherein:
establishing the network connection includes establishing an Internet connection between the client node and the host node using at least one Internet configuration parameter (*the user 110 connects to the Internet 100 via a predetermined ISP 102*) (**Selgas, col. 6, lines 6-31**); and
modifying the at least one network configuration parameter further includes modifying the at least one Internet configuration parameter to establish a second Internet connection (*the user 110 reconnects to the Internet 100 via a preferred/desired ISP 102*) (**Selgas, col. 6, lines 6-31, col. 15, lines 1-19 and col. 17, lines 54-61**).
11. As to claim 8, **Selgas-Slemmer** teaches the method of claim 7, wherein the at least one Internet configuration parameter includes a host Internet Protocol (IP) address parameter (*when the user contacts the ISP, the user is connected to the next available modem and the IP address of that modem becomes the IP address of that user for the remainder of that connection session*) and a connection speed parameter (*the updated ISP-specific access information comprising information such as configuration information to configure the user's modem, such as dial-in number, data compression information and speed*) (**Selgas, col. 6, lines 6-31 and col. 17, lines 40-65**).
12. As to claim 9, **Selgas-Slemmer** teaches the method of claim 8, wherein the at least one Internet configuration parameter further includes a data compression technique parameter and an encryption technique parameter (*various databases*)

residing at the access provider and each of the clients systems permits dynamic or constantly changeable network access and encryption parameters to minimize the possibility of unauthorized access) (Selgas, col. 17, lines 40-65 and col. 29, lines 6-13).

13. As to claim 13, **Selgas-Slemmer** teaches the method of claim 1, wherein the performance rule includes a rule for specifying performance criteria (*which ISP 102 and what locations (dial-in phone numbers for local access) have the highest reliable service, the most available server, etc., for a given user's dial-in location*) (**Selgas, col. 8, lines 32-54, col. 10, lines 4-11 and col. 21, line 4 – col. 22, line 64**).

14. As to claim 14, **Selgas-Slemmer** teaches the method of claim 1, wherein the policy information further includes host access information used by the client node when modifying the at least one network configuration parameter (*the access service 106 tracks and stores information relating to all ISPs 102 and dial-in numbers regarding past history connections so the reliability function may use any one of the types of availability information, or combination thereof, for determining the dial-in number that will provide the user with a high reliability connection*) (**Selgas, col. 21, lines 31-61**).

15. As to claim 15, **Selgas-Slemmer** teaches the method of claim 14, wherein the host access information includes at least one modem access number (*the updated ISP-specific access information comprising information such as configuration information to*

configure the user's modem, such as dial-in number, data compression information and speed) (Selgas, col. 6, lines 6-31 and col. 17, lines 40-65).

16. As to claim 16, **Selgas-Slemmer** teaches the method of claim 14, wherein the host access information includes at least one Internet Protocol (IP) address (*when the user contacts the ISP, the user is connected to the next available modem and the IP address of that modem becomes the IP address of that user for the remainder of that connection session*) (**Selgas, col. 6, lines 6-31**).

17. As to claim 17, **Selgas-Slemmer** teaches the method of claim 1, further comprising terminating the network connection; and establishing a second network connection based on the modified at least one network configuration (*after receiving the ISP-specific access information, the client dispatch application 200 may disconnect the user 110 from the current ISP 102 and automatically dial and reconnect the user 110 to the desired ISP 102 associated with the ISP-specific access information, i.e., associated with the modified network configuration parameter*) (**Selgas, col. 8, lines 9-13**).

18. As to claim 18, **Selgas-Slemmer** teaches the method of claim 1, further comprising sending the configuration history information to the host node (*the client dispatch application 200 dispatches a "pinger" message, to the access server 106, with header information including the database 206 that contains access information for each dial-in number for a particular ISP such as one or more PAP IDs/passwords,*

default routing information and configuration information to configure the user's modem, such as data compression information and speed) (Selgas, col. 9, lines 39-62, col. 11, lines 50-59 and col. 17, lines 40-65).

19. As to claim 19, **Selgas-Slemmer** teaches the method of claim 1, further comprising establishing a second network connection based on the modified at least one network parameter; and collecting additional configuration history information on the client node that is related to the second network connection (*the Service Selected sub-function retrieves configuration information from the network services database 206 and sends this information in a data message to the access service 106*) (**Selgas, col. 20, lines 35-50**).

20. Claim 26 recites a computer-readable (storage) medium having computer-executable instructions contained therein for performing the method claim 1; therefore, it is rejected under the same rationale.

21. As to claims 27-30, **Selgas-Slemmer** teaches the method of claim 1, wherein accessing the configuration history information includes accessing the configuration information, stored on the client node, related to a last network connection speed, dialed number, Internet protocol associated with the previous connection (*collecting and storing the network services information, i.e., configuration history information, in various databases 204-210 such as the network services database 206 on the user*

node 110a, 110b, wherein the network services database 206 contains access information for each dial-in number for a particular ISP such as one or more PAP IDs/passwords, default routing information and configuration information to configure the user's modem, such as data compression information and speed) (Selgas, Fig. 2, col. 9, lines 39-62 and col. 17, lines 40-65).

22. As to claims 31-32 and 58-59, **Selgas-Slemmer** teaches the method of claim 1, wherein:

accessing the configuration history information includes accessing configuration history information describing performance statistics including abnormal disconnect rate (retain rate, busy rate, or signal-to-noise rate) of at least one previous and no longer active network connection between the client node and the host node (the "Reliability" sub-function obtains prior reliability data from both the network services database 206 and the phone database 204, wherein the reliability refers to the ability to reliably connect on a first or second attempt and the ability to stay connected for substantial period of time without disconnection, due mainly because of line noise problems, faulty equipment, etc.) (Selgas, Fig. 2, col. 17, lines 40-65 and col. 21, line 4 – col. 22, line29);

accessing the policy information includes accessing a desired network configuration performance rule, the network performance rule relating to abnormal disconnect rate (retain rate, busy rate, or signal-to-noise rate) (the access service 106 offers Internet access to the user 110 via a plurality of ISPs 102 based on the

appropriate level of service requested by the user such as the "lowest cost service", the "highest reliability service", the "most reliable service", or combinations thereof, i.e., based on a desired network connection performance, stored in the network services database 206, wherein the reliability refers to the ability to reliably connect on a first or second attempt and the ability to stay connected for substantial period of time without disconnection, due mainly because of line noise problems, faulty equipment, etc.) (Selgas, col. 8, lines 32-54, col. 10, lines 4-11, col. 15, lines 22-34 and col. 21, line 4 – col. 22, line29);

using the configuration history information includes using the configuration history information along with the policy information to determine whether the abnormal disconnect rate (retain rate, busy rate, or signal-to-noise rate) of the at least one previous and no longer active network connection fails to satisfy the desired network connection performance rule (*based on the received header information including user ID, PAP ID, network services databases 206 and phone database 204, etc., the access service 106 determines what, if any, updates are required to be made to the user client's dispatch application, databases, or network access devices operating system wherein such updates may include new dial-in locations/numbers, new PAP IDs/passwords, change of phone numbers, area codes or any other information relating to gaining access to the ISP 102*) (Selgas, col. 14, line 62 – col. 15, line 34, col. 17, lines 40-65 and col. 21, line 4 – col. 22, line29); and

modifying the at least one network configuration parameter includes, if it is determined that the abnormal disconnect rate (retain rate, busy rate, or signal-to-noise

rate) of the at least one previous and no longer active network connection fails to satisfy the desired network connection performance rule, modifying the at least one network configuration parameter used to establish the network connection between the client node and the host node (*if any updates are required to be made to the user client's dispatch application, databases, etc., the access service 106 will generate and transmit these updates to the user 110, i.e., identifying and providing the user 110 with information needed to access one or more desired ISPs 102 based on cost, location, availability, reliability, etc.*) (**Selgas, col. 8, lines 32-54, col. 17, lines 40-65, col. 20, line 35-50 and col. 21, line 4 – col. 22, line29**).

23. As to claim 33, **Selgas-Slemmer** teaches the method of claim 1, further comprising accessing the policy information from storage on the client node (*i.e., the network services database 206*) (**Selgas, col. 10, lines 4-11**).

24. As to claim 34, **Selgas-Slemmer** teaches the method of claim 1, wherein modifying the at least one network configuration parameter includes modifying the at least one network configuration parameter used to establish the network connection between the client node and the host node so that the network connection is configured to operate as the desired network connection (**Selgas, col. 8, lines 32-54 and col. 21, line 4 – col. 22, line 64**).

25. As to claim 35, **Selgas-Slemmer** teaches the method of claim 3, wherein modifying the at least one modem configuration parameter includes establishing a second network connection with a second modem connection (*after receiving the updated ISP-specific access information, the client dispatch application 200 may disconnect the user 110 from the current ISP 102 and automatically dial and reconnect the user 110 to the desired ISP 102 associated with the updated ISP-specific access information, i.e., associated with the modified plurality network configuration parameter*) (**Selgas, col. 8, lines 9-13 and col. 20, lines 47-50**).

26. As to claim 36, **Selgas-Slemmer** teaches the method of claim 1, wherein accessing the policy information includes accessing the policy information indicating that cost considerations are to be prioritized (*i.e., for low cost operation*) in determining the performance statistics including the total number of connections the client node has attempted with the host node, the total number of connections the client node has established with the host node, the individual session length of a connection between the client node and the host node, and the average session length of connections between the client node and the host node fail to satisfy the desired network connection performance rule (**Selgas, col. 8, lines 32-54 and col. 20, line 51 – col. 21, line 3**).

27. As to claim 37, **Selgas-Slemmer** teaches the method of claim 1, wherein accessing the policy information includes accessing the policy information indicating that performance considerations are to be prioritized (*i.e., for reliability and available*

operation) in determining whether the performance statistics including the total number of connections the client node has attempted with the host node, the total number of connections the client node has established with the host node, the individual session length of a connection between the client node and the host node, and the average session length of connections between the client node and the host node fail to satisfy the desired network connection performance rule (**Selgas, col. 8, lines 32-43, col. 15, lines 25-29 and col. 21, line 4 – col. 22, line 64**).

28. As to claim 38, **Selgas** teaches the method of claim 1, wherein accessing the policy information includes accessing the policy information indicating that cost and performance considerations are to be used in a predetermined weighting (*providing control mechanisms to ensure that a user 110 receives the appropriate level of service for which they are subscribed such as “the lowest cost service”, “the highest reliability service”, “the most available service”, or combinations thereof*) in determining whether the performance statistics including the total number of connections the client node has attempted with the host node, the total number of connections the client node has established with the host node, the individual session length of a connection between the client node and the host node, and the average session length of connections between the client node and the host node fail to satisfy the desired network connection performance rule (**Selgas, col. 8, lines 32-43, col. 15, lines 25-29 and col. 21, line 4 – col. 22, line 64**).

29. Claims 62-79 recite method and computer readable medium claims that contain features similar to the above-recited features of claims 1-9, 13-19, 26-38 and 58-59 (wherein **Slemmer** teaches *the system is able to review and analyze statistical and performance data uploaded from one or more connectivity applications, and to prioritize, customize and evaluate the connection information sent to the user devices* i.e., *modifying the client network configuration parameter associated with the first client node used to establish the network connections between the host node and the first client node based on the first and second configuration history information*) (**Slemmer, paragraphs [0013], [0048-0052] and [0068]**); therefore, it is rejected under the same rationale.

30. Claims 80-84 recite method claims that contain features similar to the above-recited features of method claim 1; therefore, they are rejected under the same rationale.

Conclusion

31. Applicant's arguments as well as request for reconsideration filed on 01/25/2008 have been fully considered but they are moot in view of the new ground(s) of rejection.

32. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

33. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quang N. Nguyen whose telephone number is (571) 272-3886.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's SPE, Rupal Dharia, can be reached at (571) 272-3880. The fax phone number for the organization is (571) 273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Quang N. Nguyen/

Primary Examiner, Art Unit 2141